



South Carolina Department of Health
and Environmental Control

Division of Procurement Services

AMENDMENT #1

Solicitation No.: IFB-37378-12/16/09-MAR

Date Issued: November 20, 2009

Procurement Officer: Michelle Robinson

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DESCRIPTION: To implement a pilot worksite wellness project in SC modeled after the "Asheville Project Model" in DHEC'S Public Health Regions 4 (Kershaw, Sumter, Clarendon, Lee, Darlington, Chesterfield, Marlboro, Dillon, Florence, and Marion counties) and 5 (Aiken, Allendale, Barnwell, Bamberg, Calhoun, and Orangeburg counties).

USING GOVERNMENTAL UNIT: South Carolina Department of Health and Environmental Control

The Term "Offer" Means Your "Bid" or "Proposal". Your offer must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior. See "Submitting Your Offer" provision.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

SC DHEC – Division of Procurement Services
Bureau of Business Management
2600 Bull Street
Columbia, S.C. 29201

PHYSICAL ADDRESS:

SC DHEC – Division of Procurement Services
Bureau of Business Management
2600 Bull Street, Room 1200 – Aycock Bldg.
Columbia, S.C. 29201

SUBMIT OFFER BY December 22, 2009 at 2:30 PM

(See "Deadline For Submission Of Offer" provision)

NUMBER OF COPIES TO BE SUBMITTED: One (1) Original and Three (3) Copies Marked "Copy"

CONFERENCE TYPE:

DATE & TIME:

LOCATION:

(As appropriate, see "Conferences - Pre-Bid/Proposal" & "Site Visit" provisions)

**AWARD &
AMENDMENTS**

Award will be posted on **January 4, 2009**. The award, this solicitation, any amendments, and any related notices will be posted at the following web address: <http://www.scdhec.net/procurement>

You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of sixty (60) calendar days after the Opening Date.

(See "Signing Your Offer" and "Electronic Signature" provisions.)

NAME OF OFFEROR

(full legal name of business submitting the offer)

Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.

AUTHORIZED SIGNATURE

(Person must be authorized to submit binding offer to contract on behalf of Offeror.)

TAXPAYER IDENTIFICATION NO.

(See "Taxpayer Identification Number" provision)

TITLE

(business title of person signing above)

STATE VENDOR NO.

(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)

PRINTED NAME

(printed name of person signing above)

DATE SIGNED

STATE OF INCORPORATION

(If you are a corporation, identify the state of incorporation.)

OFFEROR'S TYPE OF ENTITY: (Check one)

(See "Signing Your Offer" provision.)

☐ Sole Proprietorship ☐ Partnership ☐ Other _____
☐ Corporate entity (not tax-exempt) ☐ Corporation (tax-exempt) ☐ Government entity (federal, state, or local)

PAGE TWO

(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for offeror's home office / principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)
	Area Code - Number Extension Facsimile
	E-mail Address

PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)
<input type="checkbox"/> Payment Address same as Home Office Address <input type="checkbox"/> Payment Address same as Notice Address (check only one)	<input type="checkbox"/> Office Address same as Home Office Address <input type="checkbox"/> Office Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)							
Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date	Amendment No.	Amendment Issue Date

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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PREFERENCES – A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at www.procurement.sc.gov/preferences. ***ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES. [11-35-1524(E)(4)&(6)]***

PREFERENCES – ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)7(ii) or the Resident Contractor Preference (11-35-1524(C)(1)(iii). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

☐ In-State Office Address same as Home Office Address
 ☐ In-state Office Address same as Notice Address
(check only one)

AMENDMENTS TO SOLICITATIONS (DHEC – FEB. 2007)

- (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following website for the issuance of Amendments
<http://www.scdhec.gov/procurement> (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this Solicitation is amendment, then all terms and conditions which are not modified remain unchanged.

OPENING DATE CHANGE: Opening Date changed from December 16, 2009 to December 22, 2009.

POSTING DATE CHANGE: Posting Date changed from December 23, 2009 to January 4, 2010

ANSWERS TO QUESTIONS

Questions from Vendor 1

1. On page 12, what is the difference between "confidential," "trade secrets", and "protected" information?

Answer: The South Carolina Code of Laws, Section 30-4-40 (a)(1) states: Trade secrets, which are defined as unpatented, secret, commercially valuable plans, appliances, formulas, or processes, which are used for the making, preparing, compounding, treating, or processing of articles or materials which are trade commodities obtained from a person and which are generally recognized as confidential; and work products, in whole or in part collected or produced for sale or resale, and paid subscriber information. Trade secrets also include, for those public bodies who market services or products in competition with others, feasibility, planning, and marketing studies, and evaluations and other materials which contain references to potential customers, competitive information, or evaluation.

The South Carolina Consolidated Procurement Code Section 11-35-410 (a)(b) states: Privileged and confidential information is information in specific detail not customarily released to the general public, the release of which might cause harm to the competitive position of the party supplying the information. Examples of this type of information include:

- (1) customer lists;
- (2) design recommendations and identification of prospective problem areas under an RFP;
- (3) design concepts, including methods and procedures;
- (4) biographical data on key employees of the bidder.

South Carolina Consolidated Procurement Code Section 11-35-1810(c) states: Protected information is defined as "Except as otherwise provided by law, information furnished by a bidder or offeror pursuant to this section shall not disclosed outside of the offices of the board, the Office of the Attorney General, or the purchasing agency without prior written consent by the bidder or offeror

Will all three be kept confidential and not released at the time the contract is awarded?

Answer: Yes

Can a vendor choose to use the generic "confidential" label for all 3?

Answer: Yes

2. Is the primary goal of the program to involve pharmacists to provide medication management for individuals with existing conditions or to reduce the underlying risk factors that would lead to an increase in the frequency and severity of conditions?

Answer: The primary goal of the program would include both. Pharmacists trained under this model would collaborate with physicians and other health care providers to educate and to work with participants/enrollees to manage their chronic conditions and make lifestyle changes to improve health outcomes.

3. How many employees will be covered by this contract?

Answer: The goal of this contract is to enroll an estimated 1000 program participants.

4. Will dependents of employees be covered by this contract?

Answer: No.

5. Are numerous employers allowed to elect participation? If so, how many employers, employees, and dependents are eligible vs. expected to enroll?

Answer: The number of employers has not been determined. The total number of participants is estimated to be 1000. This number can be spread between employers across the two Public Health Regions.

6. Does the SC DHEC prefer to be bill based upon eligible vs enrolled members?

Answer: See Section IX. Bidding Schedule (page 30).

7. On page 16, what does the SC DHEC mean by "self-insured worksites"? Is each site an independent contractor or are all employees covered by a self-insured health insurance?

Answer: The term self-insured is defined as an organization or entity that assumes the financial risk of paying for healthcare. Many of the piloted sites will be covered by a self-insured health plan.

8. Would the SC DHEC be open to a self reported risk questionnaire that is then followed up by clinical and verifiable data?

Answer: No.

9. Are the dates on page 16 Specifications for 3a and 3 b supposed to be 2010 or 2012?

Answer: This is a multi-year contract. The official date work is to begin when a purchase order has been issued in January 2010. Services for 3.a and 3.b are to be performed during the entire contract period.

10. Would the SC DHEC be open to a vendor who provides services for management of more diseases than stated?

Answer: No. This pilot project focuses on cardiovascular disease, diabetes and the risk factors associated with these chronic conditions.

11. What is the SC DHEC's budget for this project?

Answer: This will be determined after award

12. Has the SC DHEC considered using incentives to drive employee behavior?

Answer: Yes, incentives have been discussed. In this model participants receive waived co pays for approved medications and supplies for enrolled participants that meet regularly with their pharmacist "coach" and make healthy lifestyle changes.

13. Does the SC DHEC purchases services through the General Services Administration (GSA)?

No

14. Is the SC DHEC open to programs that do not involve direct physician intervention?

No.

Questions from Vendor 2

1. Could SC DHEC please provide insight into how our response should be structured?

Answer: The response should be submitted as outlined in Section IV. Information For Offerors to Submit.

With the proposal focusing primarily on terms and conditions, are vendors expected to restate all provisions and subsequently offer acknowledgement (where possible)? Answer: No

If this is the required method of submission, is supplemental information -- whether in the form of a cover letter or attachment -- permissible for this procurement? Answer: A cover letter may be attached to the Information For Offerors to Submit.

2. Is the attached business associate agreement appropriate in the context of the proposed project? Here, vendors would appear to be a provider and hence the "covered entity."

Answer: As an entity contracting with or conducting business on behalf of DHEC, this form is required to ensure all health information is protected.

3. What is the form of the standard Vendor/Contractor client agreement (see page 16 of RFP)? Please provide a copy for review.

Answer: This form will be an agreement between the vendor/contractor and the worksite to implement the worksite project. The vendor and worksite will design the form together.

4. Regarding the RFP's contract language (including, but not limited to, the confidentiality agreement), in what format should bidders submit comments? Redline? Comments? Other?

Answer: See Page 39 – Offeror's Checklist

5. What health outcomes is SC DHEC looking for?

Answer: As with previous Asheville Project Model replicas, program enrollees have shown improved health outcomes in key clinical indicators (e.g. reduced levels of hypertension and cholesterol in at-risk populations) and a containment of health care costs. Also, DHEC would like to see a number of the pilot sites implement policy changes within their worksites.

6. What POC testing are SC DHEC looking for?

Answer: SC DHEC is requesting Point of Care (POC) testing to be conducted at enrollment or at the time of the initial visit with the provider or care manager. The POC would include a lipid panel and A1C screening.

7. Can the identification of a local network to provide the services include pharmacists only if referrals are made to diabetes educators?

Answer: No.

8. Is SC DHEC looking for a wellness program?

Answer: Yes.

9. Is SC DHEC looking for a cardiovascular risk reduction program?

SC DHEC is seeking a disease management approach to worksite health promotion programs.

Answer: Yes

10. Can SC DHEC supply zip codes for the target areas?

Answer: See attached SC DHEC map that illustrates Public Health Regions 4 and 5, the targeted Regions for this project

11. Which entity is responsible for identifying the self-insured employers?

Answer: DHEC and the vendor will work together in identifying other potential entities.

12. Will SC DHEC actually supply any lives into the program, or is that the responsibility of the vendor? Will the government be involved in recruitment into the project in any way?

Answer: It will be the responsibility of the vendor to supply lives into the program. SC DHEC and the vendor will work collaboratively in this endeavor.

13. Is the end product that the SC government is seeking simply an outcomes report in order to shape public policy?

Answer: SC DHEC is seeking an improved outcome in CVD and Diabetes disease management in targeted regions to include worksite wellness program implementation and policy/environmental change. Proven efficacy of this pilot project will allow future funding opportunities for growth and development of the program in additional public health regions.

14. Do we need to contract independently with each employer for the program? Is the SC government involved in this process?

Answer: Yes, the vendor will contract with the worksite to implement the program. SC DHEC is not involved in this process.

15. Does "worksite" mean that the services are to be delivered at the worksite, or that the services will be offered via employers?

Answer: Yes, services are to be provided to the participant within the worksite setting.

16. Is a retail pharmacy the venue SC DHEC envisions the services being provided? SC DHEC mentions "worksites" throughout the specifications – is SC DHEC amenable to a model delivered in retail pharmacy locations?

Answer: No. The model being replicated is successful based on the availability of the coaching or services provided within the setting. Enrollees are not required to leave work to visit another location to seek services. They are allowed to attend their session and return to work.

17. If so, what are the privacy requirements for consultations? (separate room with a closed door, partitioned semi-private space--what is the minimum requirement?)

Answer: Most sessions are conducted in a separate room with a closed door.

18. Does SC DHEC want monthly interactions between pharmacists and patients as outlined on pg. 15, as this is in excess of the touch points that Asheville had?

Answer: If after the initial visits, the provider deems appropriate to have quarterly visits versus monthly it would be appropriate. However, clinical data requests are still required by dates specified in the solicitation.

19. What is the definition or what are the requirements for a pharmacist to be "specially trained", as outlined on pg. 15?

Pharmacist under model, have received additional training for expanded roles in diabetes and disease management issues.

20. Is cardiovascular disease prevention the benchmark they are looking to see results? Do they expect definitive outcomes in this regard within a one year period?

Answer: Disease Management (primary and secondary) is the benchmark DHEC is seeking results. The contract is a multi-year contract in an effort to review outcomes within the 3-year period.

21. What point of care testing does SC DHEC want performed? (pg. 16, Phase 1, part b) Where do they want these services performed?

Answer: See response in question #6

22. The bid schedule reads (pg. 30) - "Program Development and Promotion, Implementation, Participant Enrollment, Management Fees and Additional Fees" What does "Implementation" mean in this context? Does it include delivery of any healthcare services? What level of promotion is required--simply enough to drive 1,000 enrollees?

Answer: In this context implementation is the planning, design or execution of the initiative. The level of promotion is to adequately market, advertise, and promote this program to recruit participants/enrollees.

23. Could we enroll patients at our participating network pharmacies?

Answer: No.

24. What happens if enrollment is less than 1,000? Is compensation based on number enrolled?

Answer: Compensation is based on per/enrollee.

25. What happens if enrollment grows in excess of 1,000? Will they be shut out of the program? Will additional fees be paid?

Funding will not exceed enrollment of 1000 participants. The vendor and program area will work together to ensure enrollment does not exceed 1000 participants.

26. Could we brand our initiative with our company program brand name, or would South Carolina want it to be named after the agency in some way?

Answer: No, This is an exclusive SC DHEC project.(See page 21 Publicity and page 26 – Ownership of Data & Materials)

27. Is this a multi-year contract? Does it evergreen or will renegotiations take place?

Answer: Yes, this is a multi-year contract. See Maximum Contract Period – Estimated (under Section I. Scope of Solicitation, Page 6)

28. Does SC DHEC really expect a 100% participation rate in out-year?

Answer: This is a benchmark SC DHEC wants to achieve. However, program recruit and management is expected throughout the duration of the contract.

29. Is SC DHEC going to recommend benefit-design changes to support enrollment and engagement? (reduction in OOP expenses)

Answer: No.

Questions from Vendor 3

1) Is the Solicitation request a grant or procurement of service? If a grant, what is the maximum dollar award?

Answer: The solicitation is a procurement of service and I am not at liberty to discuss the maximum dollar award.

2) It is our understanding that the awarding of this solicitation is strictly for program implementation and management. Provider service fees shall be the responsibility of the employer and therefore directly negotiated with employer. Is this a correct interpretation?

Answer: The provider fees will be covered under the funding provided in this solicitation.

3) Does the selected vendor retain the right to publish results of the program?

Answer: SC DHEC has copyright of any results of this program.

4) Implementation in DHEC regions 4 and 5. An employer within the region may have employees who reside outside region 4 and 5. Would those employees be eligible to participate in the program?

Answer: Employees that reside outside of Public Health Regions 4 and 5, but work with employers in these regions are still considered eligible.

5) Under 3. Scope of Services on pg 15, it says "monthly" visits. The standard of care for a program of this nature would not require monthly visits beyond the first three months, at which time quarterly visits would be acceptable if the provider determines it's appropriate for the patient. Would you require monthly visits for the entire period?

Answer: If after the initial visits, the provider deems appropriate to have quarterly visits versus monthly it would be appropriate. However, clinical data requests are still required by dates spelled out in the solicitation.

6) Phase 1 under specifications on pg 16 says that the vendor shall establish a network of CDEs, pharmacists AND nurses, etc. Two questions a) we currently don't require that our pharmacist providers be CDE's. Do you require that providers be CDEs? and b) it says AND nurses, dieticians. Is the vendor required to have a multidisciplinary network?

Answer: In an effort to provide access to additional clinical staff and reduce costs, CDE's and nurses were added to the team. The vendor can have a multidisciplinary network, but not required.

7) Under Phase 1 it says to include Point-of-Care (POC) testing. Does this imply that the vendor cover the cost of POC testing?

Answer: Yes, POC is to be covered in the total cost of your bid. This solicitation has a requirement attached that necessitate baseline data to be reported by March 30, 2010. POC testing will provide this preliminary data.

8) Timeline under 3 a. b (pg 16). Are the dates supposed to be 2010 and not 2012? Please clarify. See answer to Question 9 from Vendor 1.

9) We believe the timetable is very aggressive unless a major employer has already been identified. Realistically there would need to be 3-6 months to recruit the employers and 2-3 months to implement depending on location/provider availability. We believe

patient enrollment would begin in September of 2010 with rolling enrollment throughout the fall of 2010. Is the timeline negotiable?

Answer: No, the project timeline is not negotiable.

10) Has an employer(s) been identified?

Answer: Yes.

11) You request a Business Associate Agreement (BAA) be executed with DHEC. Is there an expectation that protected Patient Health Information be shared with DHEC?

Answer: As an entity contracting with or conducting business on behalf of DHEC, this form is required to ensure all health information is protected.

12) Are there any penalties if 20%, 50%, and 100% targets are not met?

Answer: No.

DHEC'S HEALTH SERVICES AND EQC REGIONS

